

# Missouri Wireless Telecommunications Equipment Pilot FAQ

## ➤ What is the MO Wireless Telecommunications Equipment Pilot?

The Missouri Assistive Technology's TAP Wireless Equipment Pilot is designed to see how wireless devices can improve the ability of persons with disabilities to use telecommunications and communication tools such as e-mail, phone, text, or relay services. Participants may be eligible to receive wireless devices such as the iPhone®, iPad®, Jitterbug, Odin, and/or adaptive accessories.

## ➤ Who is eligible to apply?

Any individual, age 18 or older, who has a disability that makes telecommunications access difficult, meets income guidelines, and is a Missouri resident may apply.

## ➤ What kind of equipment will be available?

There are three categories of devices available through the pilot: Cell phones, Smartphones, and Tablets. See the Wireless Telecommunications Equipment Distribution Guide for more details about equipment and terms and conditions for participants.

## ➤ I already have a cell phone or tablet that I use regularly. Can I get an accessory that would improve my ability to use my device?

Yes. Individuals who already have a device but only need an accessory to improve their telecommunications access are eligible to request just the needed accessory. Based on a consumer's disability, accessories such as neckloop, cell phone amplifier, and visual signaler are available.

## ➤ What features or apps are available on these devices to help me with telecommunications access and communications?

Each device has specific built-in access features that improve the ability of someone with a disability to use them. For the iOS devices, pre-installed apps matched to your disability will come with the device.

## ➤ Does the pilot cover any costs such as service plans, data plans, Wi-Fi, etc?

No. Cell service plans, internet service, data plans, Wi-Fi, etc. are the responsibility of the participant. The pilot provides only the device, approved accessories and approved apps needed for telecommunication access.

## ➤ Do I have to have a Data Plan for my Smartphone or Tablet?

Yes. If you are requesting a smartphone you will be required to have a data plan AND a service plan. If you are requesting an iPad®, a data plan is not required but you must have access to Wi-Fi either at home or within the community.

➤ **Does certain equipment require a specific cell phone service?**

Yes. The Jitterbug devices require a service plan through Great Call. The Jitterbug Touch III, requires both a service plan AND data plan.

Visit [www.greatcall.com](http://www.greatcall.com) for more information.

The Odin VI requires a service plan through Odin Mobile ( [www.odinmobile.com](http://www.odinmobile.com) ), AT&T or T-Mobile.

➤ **For iPhone® requests, some service carriers require that you get your equipment directly through them. Does this mean that an individual using one of those carriers would not be able to participate in the pilot?**

That is correct. Participants will receive their equipment directly through MoAT.

Individuals using carriers that require equipment to be obtained from the carrier will not be able to participate in the pilot. Most carriers who are on AT&T, Verizon, T-Mobile, or Sprint networks will be able to participate in the pilot. For those requesting an iPhone®, you will be responsible to find out who the carrier uses for their network and about any contract requirements.

➤ **Will any training or technical assistance be available?**

Participants are encouraged to seek and utilize community resources for training. Links to self-help videos and other resources are available on the MoAT website.

➤ **How do I apply?**

Applicants will be required to submit a completed application form and required documentation which will include verification of income. Additional information may be requested from the applicant if needed.

➤ **Are there other requirements of the participants?**

Yes. Participants in the pilot will be required to respond to surveys and/or calls from MoAT staff to determine how the equipment is meeting and improving their telecommunication needs. Individuals who receive equipment through the TAP wireless pilot will not be able to later also receive a TAP-T landline phone.

➤ **Where can I obtain more information about Missouri's Wireless Equipment Pilot?**

Additional information and applications are available from MoAT. When calling, please ask for the wireless program. The MoAT office: 816-655-6700 or 800-647-8557 (voice) or 800-647-8558 (TTY) or via e-mail to [tappilot@att.net](mailto:tappilot@att.net)